

**Notice of Allowability**

Application No.

10/648,000

Examiner

Quynh H. Nguyen

Applicant(s)

PRESNELL, MICHAEL CRAIG

Art Unit

2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to remarks filed 7/18/07.
2. ☒ The allowed claim(s) is/are 1-24.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some\* c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).
- \* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.  
**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
- (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
- 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
- (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

**Attachment(s)**

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08), Paper No./Mail Date \_\_\_\_\_
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☒ Interview Summary (PTO-413), Paper No./Mail Date \_\_\_\_\_
7. ☒ Examiner's Amendment/Comment
8. ☐ Examiner's Statement of Reasons for Allowance
9. ☐ Other \_\_\_\_\_

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### EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.
2. Authorization for this examiner's amendment was given in a telephone interview with Mr. Tony Josephson on 09/18/07.
3. Claims 1, 10, and 19 have been amended as follows:
  1. (Currently Amended) A method for providing operator services comprising:
    - a) establishing a connection over a switching fabric of a telephony switch for an operator services call from a caller;
    - b) establishing an operator voice session over a packet network with an operator terminal of an operator;
    - c) establishing a monitor voice session over the packet network with a monitor terminal of a monitor;
    - d) providing an interface between the operator voice session and the connection ~~to~~ wherein a packet gateway provides the interface in order to facilitate a voice interaction between the operator and the caller; and
    - e) sending the voice interaction to the monitor terminal over the monitor voice session to allow the monitor to listen to the voice interaction between the operator and the caller.

10. (Currently Amended) A system for providing operator services comprising:
- a) a switching fabric; and
  - b) a gateway associated with the switching fabric and adapted to:
    - i) establish a connection over the switching fabric for an operator services call from a caller;
    - ii) establish an operator voice session over a packet network with an operator terminal of an operator;
    - iii) establish a monitor voice session over the packet network with a monitor terminal of a monitor;
    - iv) provide an interface between the operator voice session and the connection ~~to~~ wherein the interface provided by the gateway facilitates ~~facilitate~~ a voice interaction between the operator and the caller; and
    - v) send the voice interaction to the monitor terminal over the monitor voice session to allow the monitor to listen to the voice interaction between the operator and the caller.
19. (Currently Amended) A system for providing operator services comprising:
- a) means for establishing a connection over a switching fabric of a telephony switch for an operator services call from a caller;
  - b) means for establishing an operator voice session over a packet network with an operator terminal of an operator;
  - c) means for establishing a monitor voice session over the packet network with a monitor terminal of a monitor;
  - d) means for providing an interface between the operator voice session and the connection, wherein the means for providing the interface is a packet gateway and the packet gateway provides the interface in order to facilitate a voice interaction between the operator and the caller; and

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- e) means for sending the voice interaction to the monitor terminal over the monitor voice session to allow the monitor to listen to the voice interaction between the operator and the caller.

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PRIMARY EXAMINER